THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Application of:

Applicants: James Edward Schlabach et al.) Examiner: Srirama T. Channavajjala

Serial No.: 09/839,024) Group Art Unit: 2177

Filed: 04/20/2001) Confirmation No.: 2395

Title: Method For Training Service Personnel)

To Service Selected Equipment

Commissioner for Patents MAIL STOP AF P.O. Box 1450 Alexandria, VA 22313-1450 RECEIVED

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Technology Center 2100

RESPONSE UNDER C.F.R. §1.116

This amendment is in response to the Final Office Action dated as mailed March 24, 2004 and having a response due date of June 24, 2004. Please proceed to the following page.